

Introduction to Technical Communication (Chapter 1)

1. What is Technical Communication?
 - a. Technical communication is the exchange of information that helps people interact with technology and solve complex problems.
 - b. Examples:
 - i. Use of Email at a workplace to exchange information
 - ii. Instruction manual to assemble a TV mount
 - iii. FAQ on a website
2. Types of Technical Communication
 - a. Instructions – example: how to file your taxes
 - b. User manual – example: operating a computer
 - c. Report – example: analyzing a problem and solving an issue
 - d. Memo – example: answering questions about the benefits of using fluorescent light bulbs vs the traditional bulbs.
 - e. Procedures – example: complying with the rules and regulations of the government
3. Why is technical communication important?
 - a. It is an essential part of all professional jobs. For example:
 - i. Medical professional
 - ii. Scientists
 - iii. Managers
 - iv. Attorneys
 - v. Lab technician
 - vi. Engineers
 - b. The inventions of new technology such as the email, web, social networking sites, telemarketing, and high-tech medial treatments have made the need to communicate clearly to solve problems almost unavoidable.
4. Main features of technical communication
 - a. Reader-centered
 - i. It rarely focuses on writers personal thoughts and feelings
 - b. Accessible and efficient
 - i. Document designed to answer questions by non-technical audience.
 - ii. Elements of an accessible and efficient document
 1. Worthwhile content
 2. Sensible organization
 3. Readable style
 4. Effective visuals
 5. Effective page design
 6. Supplements (examples: abstract, appendix, glossary, linked pages)

iii. Delivered in paper and digital versions

1. CDs
2. Web Pages
3. PDF documents
4. E-books
5. Podcasts
6. Online videos

5. Purposes of Technical Communication

- a. Inform Readers
- b. Persuade
- c. Instruct readers

6. Preparing Effective Technical Documents

- a. Deliver information readers can use
- b. Use persuasive reasoning
- c. Weigh the ethical issues
- d. Practice good teamwork